

DMH Satisfaction Survey Results

Consumer Satisfaction - 2000

Alcohol and Drug Abuse Services

Agency: Scott Greening Center for Youth Dependency, Inc.

Data: Total Kansas City Facility

Demographics: Total Kansas City

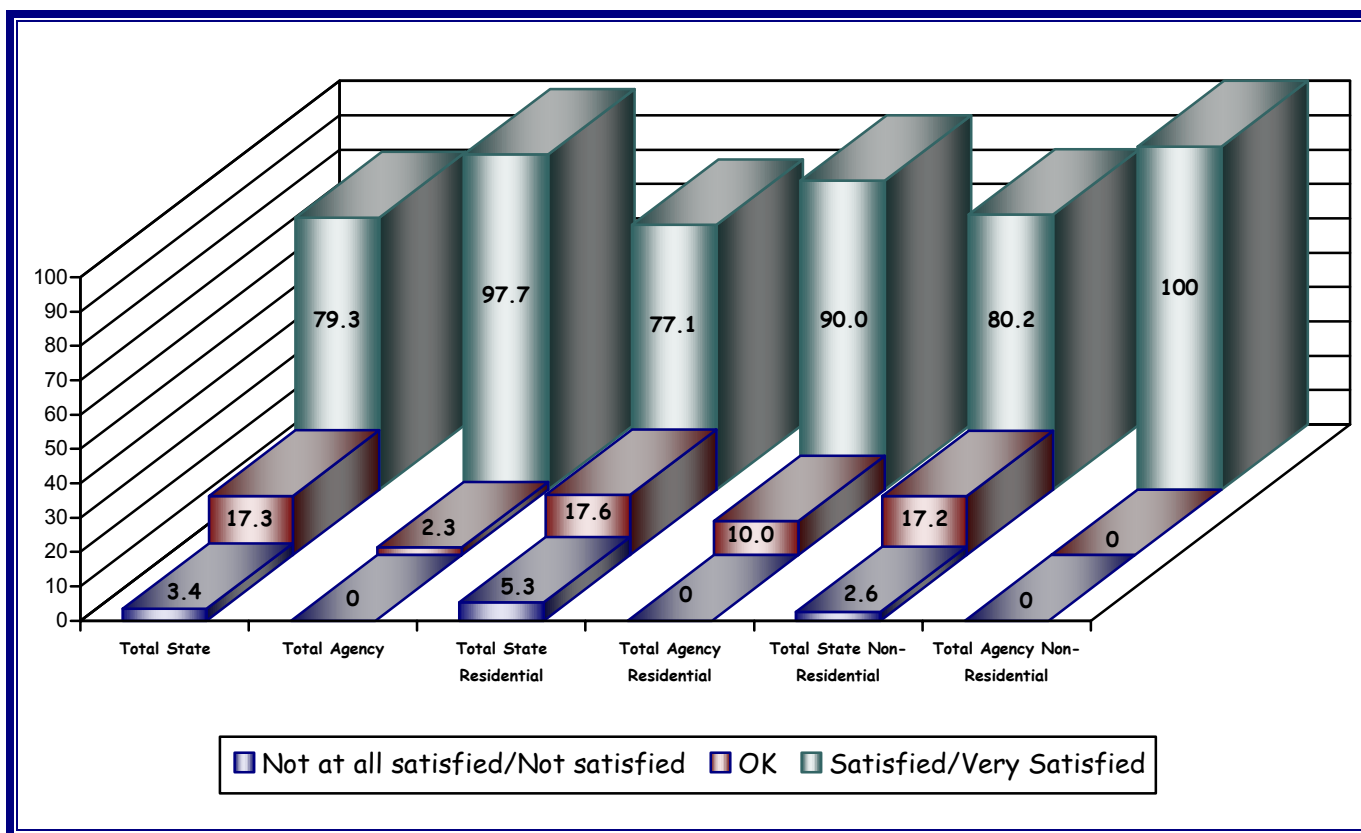
| | | Total Served | | Agency Survey Returns | | |
|-----------------|------------------|--------------|--------|---------------------------------|--------------------------------|------------------------------------|
| | | State | Agency | Total Consumers Total Agency | Total Consumers Residential | Total Consumers Non-Residential |
| SEX | Male | 59.9% | 79.2% | 81.0% | 80.0% | 81.3% |
| | Female | 40.1% | 20.8% | 19.0% | 20.0% | 18.8% |
| RACE | White | 68.4% | 43.8% | 34.9% | 50.0% | 30.3% |
| | Black | 30.0% | 54.2% | 60.5% | 50.0% | 63.6% |
| | Hispanic | 0.3% | 0% | 0% | 0% | 0% |
| | Native American | 0.4% | 0% | 0% | 0% | 0% |
| | Pacific Islander | 0.2% | 0% | 0% | 0% | 0% |
| | Other | 0.8% | 2.1% | 4.7% | 0% | 6.1% |
| | | | | | | |
| MEAN AGE | | | | 15.12 | 15.10 | 15.12 |
| | 0-17 | 10.7% | 95.8% | 100.0% | 100.0% | 100.0% |
| | 18-49 | 84.7% | 2.1% | 0% | 0% | 0% |
| | 50+ | 4.6% | 2.1% | 0% | 0% | 0% |

Sample Size: Total Agency

Information is based on the number of returned forms and the number of people served according to DMH billing records.

| | Number Served April 2000 | Number Forms Sent | Number Forms Returned | Percent of Served Returned | Percent of Forms Sent Returned |
|------------------------------|-----------------------------|-------------------|-----------------------|----------------------------|--------------------------------|
| Total State | 9142 | | 1972 | 21.6% | |
| Total Agency | 48 | | 43 | 89.6% | |
| RESIDENTIAL: | | | | | |
| CONSUMERS | | | | | |
| Total State Residential | 1446 | | 562 | 38.9% | |
| Total Agency Residential | 14 | | 10 | 71.4% | |
| CSTAR Child/Adolescent | 14 | | 10 | 71.4% | |
| FAMILY MEMBERS | | | | | |
| CSTAR Child/Adolescent | | 30 | 8 | | 26.7% |
| NON-RESIDENTIAL: | | | | | |
| CONSUMERS | | | | | |
| Total State Non-Residential | 7696 | | 1410 | 18.3% | |
| Total Agency Non-Residential | 34 | | 33 | 97.1% | |
| CSTAR Child/Adolescent | 34 | | 33 | 97.1% | |
| FAMILY MEMBERS | | | | | |
| CSTAR Child/Adolescent | | 75 | 15 | | 20.0% |

Overall Satisfaction with Services: Total Kansas City



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Overall, 79.3% of the individuals served by the Division of Alcohol and Drug Abuse were "satisfied" or "very satisfied" with their services.
- The percent of individuals served by this agency who rated it as "satisfied" or "very satisfied" was higher than the state average (97.7% for this agency versus 79.3% for the state).
- The total State Residential Program had a rating of 77.1% as "satisfied" or "very satisfied". This agency's Residential Program was rated higher, with 90.0% rating "satisfied" or "very satisfied".
- The total State Non-Residential Program had a rating of 80.2% as "satisfied" or "very satisfied". This agency's Non-Residential Program was rated higher, with a rating of 100.0% "satisfied" or "very satisfied" with services.

Satisfaction with Services: Total Kansas City

| How satisfied are you . . . | Total Consumers | | Total Residential Consumers | | Total Non-Residential Consumers | |
|---|-----------------|--------------|-----------------------------|--------------|---------------------------------|--------------|
| | State | Agency | State | Agency | State | Agency |
| with the staff who serve you? | 4.22 (1915) | 4.67 (43) | 4.16 (546) | 4.40 (10) | 4.24 (1369) | 4.76 (33) |
| with how much your staff know about how to get things done? | 4.08 (1911) | 4.56 (43) | 4.00 (545) | 4.30 (10) | 4.11 (1366) | 4.64 (33) |
| with how staff keep things about you and your life confidential? | 4.21 (1919) | 4.74 (43) | 4.20 (548) | 4.40 (10) | 4.21 (1371) | 4.85 (33) |
| that your treatment plan has what you want in it? | 4.11 (1907) | 4.47 (43) | 4.10 (542) | 4.40 (10) | 4.12 (1365) | 4.48 (33) |
| that your treatment plan is being followed by those who assist you? | 4.16 (1898) | 4.28 (43) | 4.19 (543) | 4.10 (10) | 4.14 (1355) | 4.33 (33) |
| that the agency staff respect your ethnic and cultural background? | 4.29 (1876) | 4.81 (43) | 4.27 (530) | 4.70 (10) | 4.29 (1346) | 4.85 (33) |
| with the services that you receive? | 4.20 (1915) | 4.63 (43) | 4.14 (546) | 4.40 (10) | 4.23 (1369) | 4.70 (33) |
| Non-Residential Facilities Only: | | | | | | |
| that services are provided in a timely manner? | 4.08 (1373) | 4.52 (33) | - (0) | - (0) | 4.08 (1373) | 4.52 (33) |
| Residential Facilities Only: | | | | | | |
| that the staff treats you with respect, courtesy, caring, kindness? | 4.07 (548) | 4.30 (10) | 4.07 (548) | 4.30 (10) | - (0) | - (0) |
| that the environment is clean and comfortable? | 4.10 (547) | 4.10 (10) | 4.10 (547) | 4.10 (10) | - (0) | - (0) |
| with opportunities for exercise and relaxation? | 3.51 (537) | 3.40 (10) | 3.51 (537) | 3.40 (10) | - (0) | - (0) |
| that the meals are good, nutritious and in sufficient amounts? | 3.81 (528) | 4.20 (10) | 3.81 (528) | 4.20 (10) | - (0) | - (0) |
| with the childcare provided by the agency? | 3.98 (43) | - (0) | 3.98 (43) | - (0) | - (0) | - (0) |
| The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item. | | | | | | |

Some of the key findings were:

- The participants in the Division of Alcohol and Drug Abuse Programs were satisfied with the services they received. For the first seven questions where both Residential and Non-Residential consumers responded, all mean ratings were above a mean rating of 4.00 (1=not satisfied...5=very satisfied). The ratings of this agency on those seven questions ranged from 3.40 to 4.81.
- The ratings of the Residential Program for this agency ranged from 3.40 to 4.70. The highest rated item was that the agency staff respects the consumer's ethnic and cultural background and the lowest rated item was with opportunities for exercise and relaxation.
- The ratings of the Non-Residential Program for this agency ranged from 4.33 to 4.85. The highest rated items were with staff keeping things about the consumer's life confidential and with respecting the consumer's ethnic and cultural background. The lowest rated item was with the treatment plan being followed by those who assist the consumer.

Satisfaction with Quality of Life: Total Kansas City

| How satisfied are you . . . | Total Consumers | | Total Residential Consumers | | Total Non-Residential Consumers | |
|---|-----------------|--------------|-----------------------------|--------------|---------------------------------|--------------|
| | State | Agency | State | Agency | State | Agency |
| with how you spend your day? | 3.69 (1904) | 4.05 (43) | 3.56 (544) | 3.90 (10) | 3.74 (1360) | 4.09 (33) |
| with where you live? | 3.77 (1885) | 3.21 (39) | 3.79 (541) | 4.00 (10) | 3.77 (1344) | 2.93 (29) |
| with the amount of choices you have in your life? | 3.63 (1917) | 3.36 (42) | 3.67 (544) | 3.10 (10) | 3.62 (1373) | 3.44 (32) |
| with the opportunities/ chances you have to make friends? | 3.82 (1907) | 4.12 (43) | 3.97 (544) | 4.30 (10) | 3.76 (1363) | 4.06 (33) |
| with your general health care? | 3.80 (1872) | 4.45 (38) | 3.82 (533) | 4.88 (8) | 3.80 (1339) | 4.33 (30) |
| with what you do during your free time? | 3.74 (1897) | 4.10 (41) | 3.60 (538) | 3.50 (10) | 3.79 (1359) | 4.29 (31) |
| How safe do you feel . . . | | | | | | |
| in this facility? (<i>Residential Only</i>) | 4.25 (547) | 4.30 (10) | 4.25 (547) | 4.30 (10) | - (0) | - (0) |
| in your home? | 4.26 (1897) | 4.44 (43) | 4.19 (530) | 3.30 (10) | 4.29 (1367) | 4.79 (33) |
| in your neighborhood? | 4.08 (1894) | 4.24 (42) | 3.96 (532) | 2.80 (10) | 4.12 (1362) | 4.69 (32) |
| The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item. | | | | | | |

Some of the key findings were:

- The quality of life ratings were significantly below the Division of Alcohol and Drug Abuse service ratings.
- Overall, the consumers served by this agency were most satisfied with their general health care (means of 4.45) and least satisfied with where they live (mean of 3.21).
- The consumers in the Residential Program were most satisfied with their general health care (mean of 4.88) and least satisfied with how safe they feel in their neighborhood (means of 2.80).
- The consumers in the Non-Residential Program were most satisfied with how safe they feel in their home (mean of 4.79) and least satisfied with where they live (mean of 2.93).

DMH Satisfaction Survey Results

Consumer Satisfaction - 2000

Alcohol and Drug Abuse Services

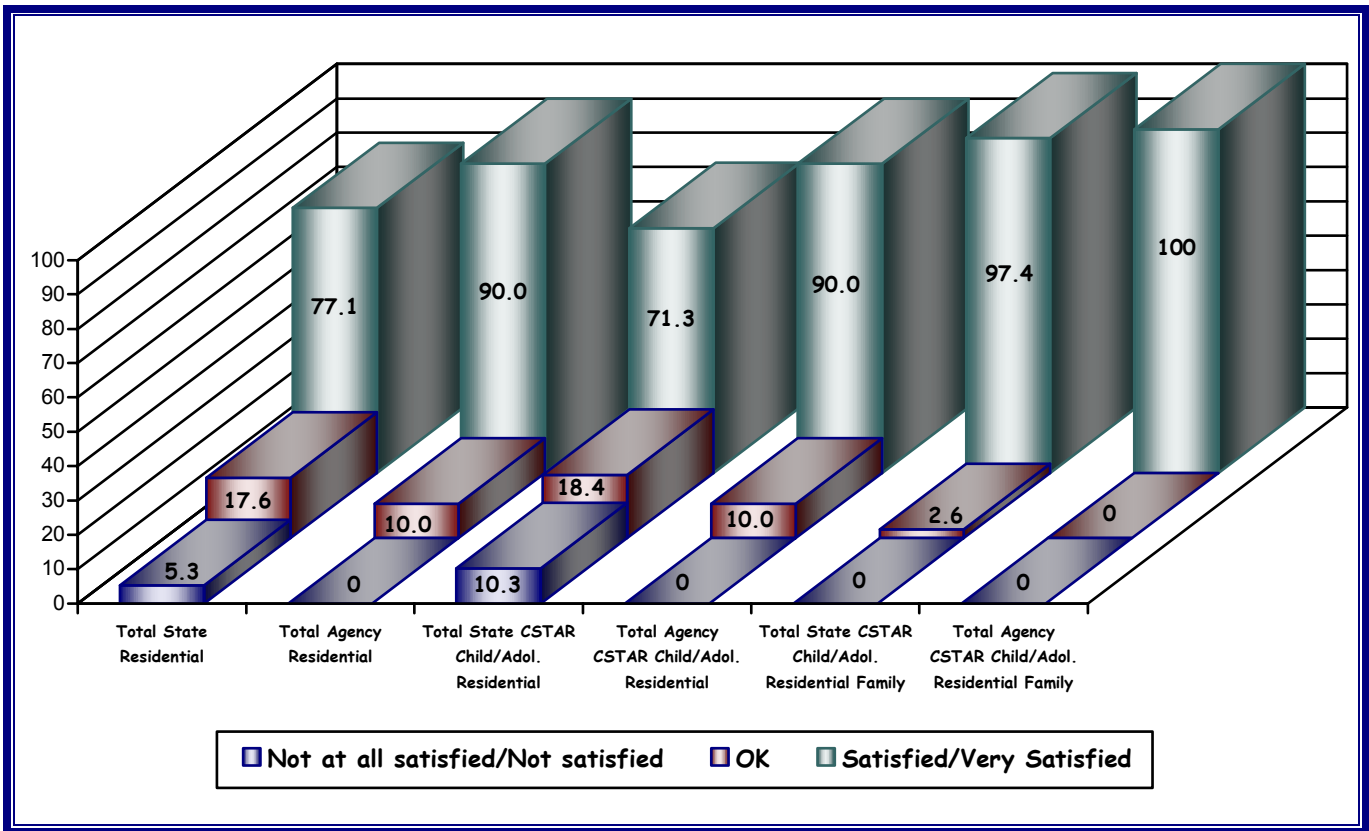
Agency: Scott Greening Center for Youth Dependency, Inc.

Data: Total Kansas City Residential

Demographics: Kansas City Residential

| | | Total Served | | Agency Survey Returns | | |
|-----------------|------------------|--------------|--------|-----------------------------|----------------------------------|--------------------------------|
| | | State | Agency | Total Consumers Residential | CSTAR Child/ Adolescent Consumer | CSTAR Child/ Adolescent Family |
| SEX | Male | 62.9% | 85.7% | 80.0% | 80.0% | 87.5% |
| | Female | 37.1% | 14.3% | 20.0% | 20.0% | 12.5% |
| RACE | White | 69.9% | 50.0% | 50.0% | 50.0% | 37.5% |
| | Black | 28.6% | 50.0% | 50.0% | 50.0% | 62.5% |
| | Hispanic | 0.1% | 0% | 0% | 0% | 0% |
| | Native American | 0.4% | 0% | 0% | 0% | 0% |
| | Pacific Islander | 0.2% | 0% | 0% | 0% | 0% |
| | Other | 0.8% | 0% | 0% | 0% | 0% |
| | | | | | | |
| MEAN AGE | | | | 15.10 | 15.10 | 15.38 |
| | 0-17 | 14.1% | 100.0% | 100.0% | 100.0% | 100.0% |
| | 18-49 | 81.8% | 0% | 0% | 0% | 0% |
| | 50+ | 4.1% | 0% | 0% | 0% | 0% |

Overall Satisfaction with Services: Kansas City Residential



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Overall, 77.1% of the individuals served by the Division of Alcohol and Drug Abuse Residential facilities were "satisfied" or "very satisfied" with their services.
- The percent of individuals served by this agency's Residential Program who rated it as "satisfied" or "very satisfied" was higher than the state average (90.0% for this agency versus 77.1% for the state).
- The CSTAR Child/Adolescent Residential Program was highly rated by both the children and their family members.

Satisfaction with Services: Kansas City Residential

| How satisfied are you . . . | Total Residential Consumers | | CSTAR Child/ Adolescent Residential Consumers | | CSTAR Child/ Adolescent Residential Family | |
|---|-----------------------------|--------------|---|--------------|--|-------------|
| | State | Agency | State | Agency | State | Agency |
| with the staff who serve you? | 4.16 (546) | 4.40 (10) | 3.91 (87) | 4.40 (10) | 4.46 (39) | 4.88 (8) |
| with how much your staff know about how to get things done? | 4.00 (545) | 4.30 (10) | 3.87 (87) | 4.30 (10) | 4.41 (39) | 4.75 (8) |
| with how staff keep things about you and your life confidential? | 4.20 (548) | 4.40 (10) | 3.93 (86) | 4.40 (10) | 4.61 (38) | 5.00 (8) |
| that your treatment plan has what you want in it? | 4.10 (542) | 4.40 (10) | 3.94 (87) | 4.40 (10) | 4.37 (38) | 4.88 (8) |
| that your treatment plan is being followed by those who assist you? | 4.19 (543) | 4.10 (10) | 4.06 (87) | 4.10 (10) | 4.55 (38) | 4.88 (8) |
| that the agency staff respect your ethnic and cultural background? | 4.27 (530) | 4.70 (10) | 4.17 (86) | 4.70 (10) | 4.64 (39) | 5.00 (8) |
| with the services that you receive? | 4.14 (546) | 4.40 (10) | 3.97 (87) | 4.40 (10) | 4.62 (39) | 5.00 (8) |
| that the staff treats you with respect, courtesy, caring and kindness? | 4.07 (548) | 4.30 (10) | 3.80 (86) | 4.30 (10) | 4.64 (39) | 5.00 (8) |
| that the environment is clean and comfortable? | 4.10 (547) | 4.10 (10) | 3.92 (86) | 4.10 (10) | 4.56 (39) | 4.75 (8) |
| with opportunities for exercise and relaxation? | 3.51 (537) | 3.40 (10) | 3.52 (86) | 3.40 (10) | 4.38 (39) | 4.88 (8) |
| that the meals are good, nutritious and in sufficient amounts? | 3.81 (528) | 4.20 (10) | 3.69 (87) | 4.20 (10) | 4.42 (38) | 4.75 (8) |
| with the childcare provided by the agency? | 3.98 (43) | - (0) | - (0) | - (0) | - (0) | - (0) |
| The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item. | | | | | | |

Some of the key findings were:

- The participants in the Division of Alcohol and Drug Abuse Residential Programs were satisfied with the services they received. Only three ratings fell below a mean rating of 4.00 (1=not satisfied...5=very satisfied).
- The ratings of this agency's Residential Program ranged from 3.40 to 4.70. The highest rated item for this agency was that the agency staff respects the consumer's ethnic and cultural background (mean of 4.70) and the lowest rated item was with the opportunities for exercise and relaxation (mean of 3.40).
- Both the CSTAR consumers and their family members rated this agency highly.

Satisfaction with Quality of Life: Kansas City Residential

| How satisfied are you . . . | Total Residential Consumers | | CSTAR Child/Adolescent Residential Consumers | | CSTAR Child/Adolescent Residential Family | |
|--|-----------------------------|--------------|--|--------------|---|-------------|
| | State | Agency | State | Agency | State | Agency |
| with how you spend your day? | 3.56 (544) | 3.90 (10) | 3.24 (87) | 3.90 (10) | 4.31 (39) | 4.88 (8) |
| with where you live? | 3.79 (541) | 4.00 (10) | 3.80 (87) | 4.00 (10) | 4.39 (38) | 4.88 (8) |
| with the amount of choices you have in your life? | 3.67 (544) | 3.10 (10) | 3.32 (87) | 3.10 (10) | 4.31 (39) | 4.63 (8) |
| with the opportunities/chances you have to make friends? | 3.97 (544) | 4.30 (10) | 3.92 (87) | 4.30 (10) | 4.26 (39) | 4.38 (8) |
| with your general health care? | 3.82 (533) | 4.88 (8) | 3.70 (81) | 4.88 (8) | 4.46 (39) | 5.00 (8) |
| with what you do during your free time? | 3.60 (538) | 3.50 (10) | 3.50 (86) | 3.50 (10) | 4.18 (38) | 4.63 (8) |
| How safe do you feel . . . | | | | | | |
| in this facility | 4.25 (547) | 4.30 (10) | 4.12 (86) | 4.30 (10) | 4.66 (38) | 4.75 (8) |
| in your home? | 4.19 (530) | 3.30 (10) | 4.17 (87) | 3.30 (10) | 4.44 (39) | 4.38 (8) |
| in your neighborhood? | 3.96 (532) | 2.80 (10) | 3.91 (87) | 2.80 (10) | 4.10 (39) | 3.25 (8) |
| <p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p> | | | | | | |

Some of the key findings were:

- The quality of life ratings were significantly below the Division of Alcohol and Drug Abuse service ratings.
- The consumers in the Residential Program were most satisfied with their general health care (mean of 4.88) and least satisfied with how safe they feel in their neighborhood (mean of 2.80).

DMH Satisfaction Survey Results

Consumer Satisfaction - 2000

Alcohol and Drug Abuse Services

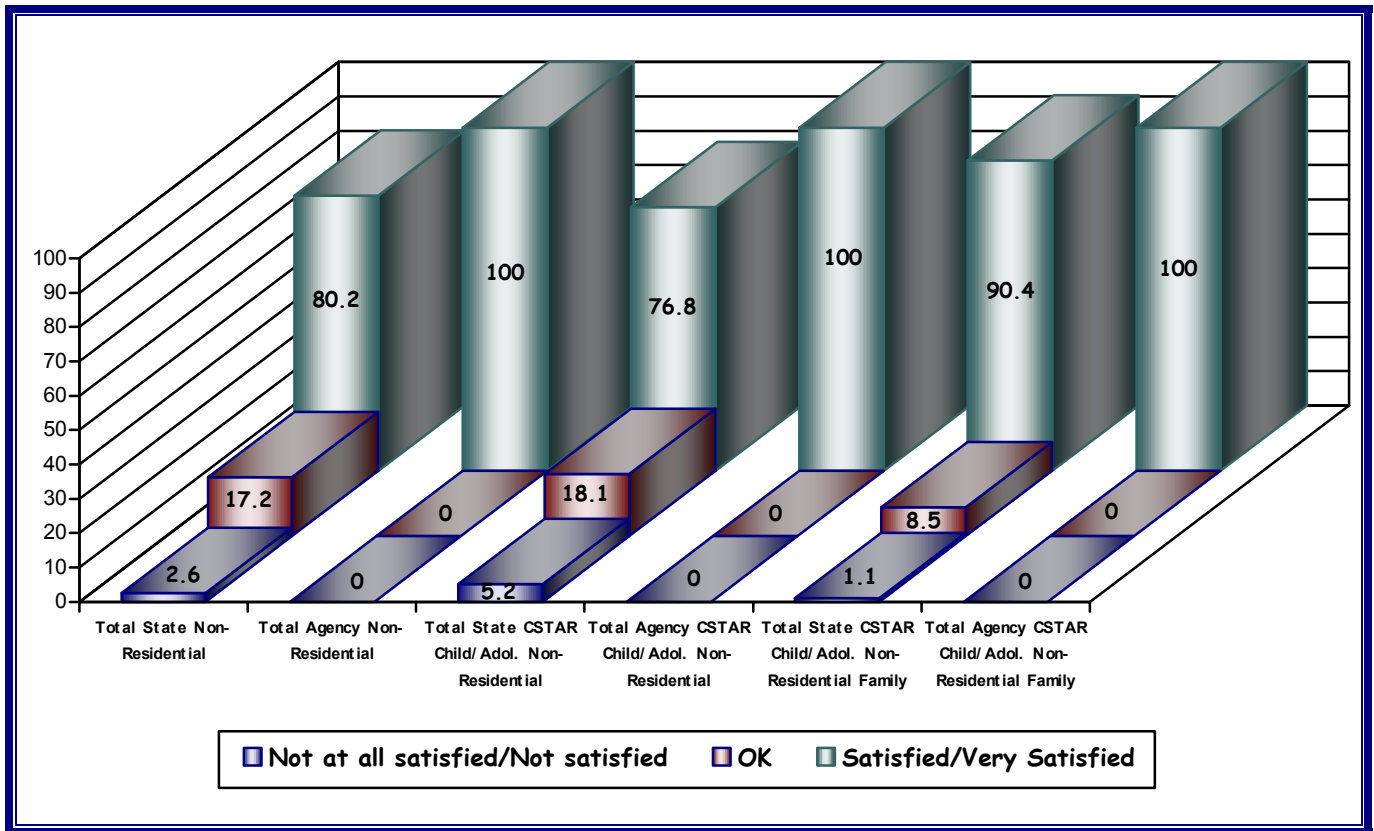
Agency: Scott Greening Center for Youth Dependency, Inc.

Data: Total Kansas City Non-Residential

Demographics: Kansas City Non-Residential

| | | Total Served | | Agency Survey Returns | | |
|-----------------|------------------|--------------|--------|---------------------------------|---------------------------------|-------------------------------|
| | | State | Agency | Total Consumers Non-Residential | CSTAR Child/Adolescent Consumer | CSTAR Child/Adolescent Family |
| SEX | Male | 56.8% | 76.5% | 81.3% | 81.3% | 75.0% |
| | Female | 43.2% | 23.5% | 18.8% | 18.8% | 25.0% |
| RACE | White | 68.0% | 41.2% | 30.3% | 30.3% | 35.7% |
| | Black | 30.4% | 55.9% | 63.6% | 63.6% | 57.1% |
| | Hispanic | 0.3% | 0% | 0% | 0% | 0% |
| | Native American | 0.4% | 0% | 0% | 0% | 0% |
| | Pacific Islander | 0.1% | 0% | 0% | 0% | 0% |
| | Other | 0.8% | 2.9% | 6.1% | 6.1% | 7.1% |
| | | | | | | |
| MEAN AGE | | | | 15.12 | 15.12 | 15.29 |
| | 0-17 | 10.8% | 94.1% | 100.0% | 100.0% | 100.0% |
| | 18-49 | 82.4% | 2.9% | 0% | 0% | 0% |
| | 50+ | 6.7% | 2.9% | 0% | 0% | 0% |

Overall Satisfaction with Services: Kansas City Non-Residential



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Overall, 80.2% of the individuals served by the Division of Alcohol and Drug Abuse Non-Residential facilities were "satisfied" or "very satisfied" with their services.
- The percent of individuals served by this agency's Non-Residential Program who rated it as "satisfied" or "very satisfied" was higher than the state average (100.0% for this agency versus 80.2% for the state).
- Both the child consumers and family members rated the CSTAR Child/Adolescent Non-Residential Program highly.

Satisfaction with Services: Kansas City Non-Residential

| | Total Non-Residential Consumers | | CSTAR Child/Adolescent Non-Residential Consumer | | CSTAR Child/Adolescent Non-Residential Family | |
|---|---------------------------------|--------------|---|--------------|---|--------------|
| | State | Agency | State | Agency | State | Agency |
| How satisfied are you . . . | | | | | | |
| with the staff who serve you? | 4.24 (1369) | 4.76 (33) | 4.18 (156) | 4.76 (33) | 4.55 (94) | 4.86 (14) |
| with how much your staff know about how to get things done? | 4.11 (1366) | 4.64 (33) | 3.99 (155) | 4.64 (33) | 4.45 (94) | 4.64 (14) |
| with how staff keep things about you and your life confidential? | 4.21 (1371) | 4.85 (33) | 4.23 (154) | 4.85 (33) | 4.72 (93) | 4.79 (14) |
| that your treatment plan has what you want in it? | 4.12 (1365) | 4.48 (33) | 3.98 (157) | 4.48 (33) | 4.41 (94) | 4.57 (14) |
| that your treatment plan is being followed by those who assist you? | 4.14 (1355) | 4.33 (33) | 3.85 (156) | 4.33 (33) | 4.43 (94) | 4.79 (14) |
| that the agency staff respect your ethnic and cultural background? | 4.29 (1346) | 4.85 (33) | 4.33 (156) | 4.85 (33) | 4.62 (91) | 4.86 (14) |
| with the services that you receive? | 4.23 (1369) | 4.70 (33) | 4.10 (155) | 4.70 (33) | 4.50 (94) | 4.57 (14) |
| that services are provided in a timely manner? | 4.08 (1373) | 4.52 (33) | 4.00 (155) | 4.52 (33) | 4.46 (93) | 4.50 (14) |
| The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item. | | | | | | |

Some of the key findings were:

- The participants in the Division of Alcohol and Drug Abuse Non-Residential Programs were satisfied with the services they received. Ratings were above a mean rating of 4.00 (1=not satisfied...5=very satisfied).
- The ratings of this agency's Non-Residential Program ranged from 4.33 to 4.85. The highest rated items for this agency were with how staff keeps things about the consumer's life confidential and that the agency staff respects their ethnic and cultural background (means of 4.85). The lowest rated item was with the consumer's treatment plan being followed by those who assist them (mean of 4.33).

Satisfaction with Quality of Life: Kansas City Non-Residential

| | Total Non-Residential Consumers | | CSTAR Child/Adolescent Non-Residential Consumer | | CSTAR Child/Adolescent Non-Residential Family | |
|---|---------------------------------|--------------|---|--------------|---|--------------|
| | State | Agency | State | Agency | State | Agency |
| How satisfied are you . . . | | | | | | |
| with how you spend your day? | 3.74 (1360) | 4.09 (33) | 3.52 (153) | 4.09 (33) | 3.81 (91) | 4.07 (14) |
| with where you live? | 3.77 (1344) | 2.93 (29) | 3.60 (151) | 2.93 (29) | 4.07 (92) | 2.86 (14) |
| with the amount of choices you have in your life? | 3.62 (1373) | 3.44 (32) | 3.25 (155) | 3.44 (32) | 4.02 (92) | 3.93 (14) |
| with the opportunities/chances you have to make friends? | 3.76 (1363) | 4.06 (33) | 3.88 (155) | 4.06 (33) | 3.80 (92) | 3.36 (14) |
| with your general health care? | 3.80 (1339) | 4.33 (30) | 3.74 (139) | 4.33 (30) | 4.27 (91) | 4.14 (14) |
| with what you do during your free time? | 3.79 (1359) | 4.29 (31) | 3.91 (152) | 4.29 (31) | 3.87 (92) | 4.07 (14) |
| How safe do you feel . . . | | | | | | |
| in your home? | 4.29 (1367) | 4.79 (33) | 4.55 (155) | 4.79 (33) | 4.58 (92) | 4.86 (14) |
| in your neighborhood? | 4.12 (1362) | 4.69 (32) | 4.47 (154) | 4.69 (32) | 4.42 (92) | 4.71 (14) |
| The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item. | | | | | | |

Some of the key findings were:

- The quality of life ratings were significantly below the Division of Alcohol and Drug Abuse service ratings.
- The consumers in the Non-Residential Program at this agency were most satisfied with how safe they feel in their home (mean of 4.79) and least satisfied with where they live (mean of 2.93).

Previous Feedback

The last page of the survey offered people the opportunity to address any issues by writing in comments. These hand-written comments were copied and faxed back to your agency as they were received. The primary purposes for this action was to allow for immediate feedback from the people you serve, to give you the opportunity to make any necessary improvements, and to pass along compliments to your staff.

Sampling Methodology

Consumer Satisfaction Forms were given to people served by ADA and CPS during April 2000. For MRDD, data was collected through interviews.

People who received services from more than one program or agency received more than one survey. Therefore, some people completed more than one survey.

While this method may not have achieved a sufficient sample size to represent the opinions of all people who receive services from each provider, the survey has provided people with an opportunity to express their opinions and concerns. Giving the majority of people who receive DMH services a quick and simple way to express opinions and concerns about service quality is a major aim of this process.

Use of Data and Quality Improvement

The methods of data collection, the survey content and the survey results should all be considered in terms of quality improvement. The Missouri Department of Mental Health Satisfaction Survey has been designed as a quality improvement process, not as traditional mental health research.

There are two primary uses of this data. First, this data gives the Department of Mental Health an expression of the level of satisfaction of the people served by the Missouri DMH system as a whole.

Second, this data is designed to support quality improvement processes at the provider level. Each provider will have a basis upon which to compare the level of satisfaction of the people who receive services at their agency with other providers of their type and the state as a whole. This comparison makes it possible for each provider to improve the quality of the services they offer. In addition, each provider can get a clear idea of some of the issues that are important to the people they serve.

It is important to understand the context of services at each agency when interpreting the meaning of survey results. Differences in the population served at each agency, variations in service provision, and particular cultural characteristics of the community in which services take place must be taken into account as providers use this information to improve the quality of services. This report does not attempt to take into account these variations. As your agency engages in quality improvement, it is your responsibility to understand and take into account these local variations in order to make the most of the information contained within this report.

Please forward any suggestions for improvement of the survey process to Gary Harbison, Outcomes, Missouri Department of Mental Health, PO Box 687, Jefferson City, Missouri 65102. Additional information about survey results may be obtained by contacting Christine Rinck, Ph.D., University of Missouri-Kansas City Institute for Human Development, 2220 Holmes, 3rd Floor, Kansas City, Missouri 64108.

